Haileybury Turnford

Ambition · Pride · Success

Job Description

Job Title:	IT Technician
Salary Scale and Range:	Pay GradeH5 9-14. Full-time, 37 hours per week.
Annual Leave allocation	24 days per annum
Responsible to:	Network Manager
Job Purpose:	With the HTIT Support Team • To support staff and student IT use across the school • To maintain and develop the IT structure and systems in the school • To develop the use of IT across the school
Main Responsibilities:	• Maintenance of Classroom and Office computers • Replacing broken equipment and peripherals • Assisting with computer issues in Classrooms • Printer maintenance, removing jams, replacing toners and entering service calls as required • Restoring user files from back-ups where necessary • Support cashless catering tills and biometric system • General IT support for all areas • To look after the AV equipment for the hall and assist staff in setting it up for events including assemblies • Maintenance, installation and retrieval of CCTV • Undertaking IT projects during holiday periods • Delivering IT education to students and staff, as required • Meet HTIT Support service levels • AV support for extracurricular school productions • To participate in marketing activities such as open evening and liaison events with schools and community organisations • Be aware, understand and act promptly to implement safeguarding duties • Lead, promote and implement all policies including health & safety and equality and diversity
The school operates the following systems	• Windows Server 2019 • Active Directory, including Group Policy • Microsoft SQL Server • Windows 10/11 • Microsoft Office 365 • Apple iPads & Apple TV devices, including JAMF • Gigasoft backups • WordPress • Sophos Anti-virus • Live Register/Cashless Catering Manager • SIMS

	- Specialist packages e.g. Adobe Creative Cloud, Sibelius, Read & Write, Eclipse library management, SolidWorks, 2D design - CCTV
Ethos	- Assist in ensuring good behaviour and an excellent ethos out of class; - Assist in activities designed to promote the school and its reputation; - Undertake statutory duties as published by the school.
	Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task may not have been identified; therefore, employees will be expected to comply with any reasonable request from a manager, including ad hoc projects, to undertake work of a similar level that is not specified in the job description. The job description is current at the date shown, but, in consultation with you, may be changed by the Principal to reflect or anticipate changes in the job commensurate with the grade and job title. The job description will be reviewed and updated annually as part of the performance management process.

The school is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. An enhanced DBS check is required for all staff.

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Person Specification

To be read in conjunction with the Job Description

Job Title:	IT Technician
Knowledge, Understanding & Skills	1st line troubleshooting - Hardware repairs Formal qualifications are not an essential requirement of the role
Experience	2 Years working in IT support - Previous experience of Microsoft products and working in the Education sector. Please note, experience of other Office products is considered transferable Whilst the above are desirable, the role may also suit applicants with a personal interest in computer systems although lacking commercial experience. Most importantly any applicant must be a good communicator and open to learning new skills.
Personal & Leadership Qualities	- Punctuality - Strong work ethic - Clear communication skills - Confidentiality - Ability to independently execute tasks - Able to take responsibility and own tasks to completion - Ability to prioritise - A positive approach and attitude to change - An ability to work effectively as part of a team, maintaining positive professional relationships with colleagues